

Flight Programs & Projects Guidelines for the GSFC Incident Reporting System

1. Purpose

The objective of the Center's Incident Reporting System is to provide timely and consistent notification to Center and Headquarters management about incidents that occur within the Center's missions, and to provide management with insight into the problem and the planned corrective actions.

This document provides guidelines for reporting incidents associated with Space Science, Earth Science, and Human Exploration and Development of Space (HEDS) Enterprise flight projects. The individual responsible for the implementation of the incident reports is the Project Manager during the development phase of the mission and the Mission Director during the operations phase of the mission.

It is recognized that at the time an incident occurs it is often difficult to predict the severity if the resultant impact. The primary purpose of the initial issuance of an Incident Report is to give management a heads-up that a potentially serious event has occurred. A balance has to be sought between timely notification of management of such events and issuing "false alarms". In the end, the issuance of an Incident Report is often a judgement call on the part of the Project Manager or Mission Director. As further guidance, some specific examples are provided in the following definition section.

2. Incident Report Definition

The definition of an "Incident" for missions in the development (pre-launch) and operations (post-launch) phases can be characterized as follows:

2.1 Missions in the Development Phase:

- Any isolated accident, failure, or event involving flight hardware that is likely to cause a slip in the launch readiness date or significant cost growth.

Examples are:

- The roof leaks and flight hardware is damaged
- Significant structural damage to an instrument or spacecraft occurs during vibration testing
- The instrument or spacecraft is dropped in processing or shipment

- Test equipment is incorrectly hooked up and significant damage to flight hardware occurs

The following would not be reported as Incidents:

- Testing reveals that certain detectors are not meeting spec
- It is discovered that the flight hardware includes suspect components
- An accumulation of technical problems results in the cost cap being exceeded

2.2 Missions in the Operations Phase:

- Significant loss of science or engineering data flow. Examples are: Communications system failure, instrument failure, entry into safehold, etc.
- Loss of redundancy on-board the spacecraft where an additional failure will result in the loss of the mission
- Any event that jeopardizes the ability to complete the target mission life. Examples are: Unexpected loss of expendables such as cryogenics, degraded solar array performance, etc

3. Reporting Requirements

All incidents are to be reported by email using the standard Incident Report format (see Attachment 1) as soon as practical, but no longer than 24 hours after the incident occurs. The nominal email distribution list is provided in Table 1. Individual Projects may supplement these listings with additional names unique to their own Project.

For missions in the Operations Phase, follow-up email status messages should be sent whenever status changes significantly and continue until the incident has been resolved (to the extent possible).

On-orbit incidents which are mission-threatening to high-value assets such as HST or Terra are to be reported immediately using the appropriate phone trees documented in Tables 2, 3, and 4 for Space Science, Earth Science and HEDS missions respectively.

*** INCIDENT REPORT ***

TO:

FROM:

DATE:

PROGRAM/PROJECT:

DATE OF INCIDENT:

LOCATION OF INCIDENT:

DESCRIPTION OF INCIDENT:

IMPACT ON PROGRAM/PROJECT AND SCHEDULE:

CORRECTIVE ACTION:

Table 1. E-Mail Distribution Lists

	Space Science		Earth Science		HEDS	
	Dev Phase	Ops Phase	Dev Phase	Ops Phase	Dev Phase	Ops Phase
GSFC	A. Diaz	A. Diaz	A. Diaz	A. Diaz	A. Diaz	A. Diaz
	W. Townsend	W. Townsend	W. Townsend	W. Townsend	W. Townsend	W. Townsend
	D. Perkins	D. Perkins	D. Perkins	D. Perkins	D. Perkins	D. Perkins
	J. Greaves	J. Greaves	J. Greaves	J. Greaves	J. Greaves	J. Greaves
	W. Denoon	W. Denoon	W. Denoon	W. Denoon	W. Denoon	W. Denoon
	R. Obenschain	R. Obenschain	R. Obenschain	R. Obenschain	R. Obenschain	R. Obenschain
	J. Ormes	J. Ormes	F. Einaudi	F. Einaudi	P. Liebrecht	P. Liebrecht
	J. Dalton	P. Liebrecht	P. Sabelhaus	P. Sabelhaus		K Tasaki
	A. Dantzler	K Tasaki		P. Liebrecht (*)		R. Jenkins
		P.Burch		K Tasaki (*)		
		R. Mahmot		D. Perkins (*)		
		J. Dalton		P. Ondrus (*)		
HQ		A. Dantzler				
	Pgm Exec	Pgm Exec	Pgm Exec	Pgm Exec	R. Spearing	R. Spearing
	E. Weiler	E. Weiler	G. Asrar	G. Asrar	W. Readdy	W. Readdy
	C. Scolese	C. Scolese	M. Luther	M. Luther		
	K. Ledbetter	G. Riegler	J. Kaye	J. Kaye		
	G. Withbroe	G. Withbroe				
	M. Watkins	C. Holmes				
	A. Kinney	A. Kinney				
	R. Howard	P. Hertz				
	C. Hartman	C. Hartman				
JSC	J. Bergstralh					
					J. Seyl	J. Seyl
					P. Duffin	P. Duffin
					V. Hall	V. Hall
					G. Bull, Jr.	G. Bull, Jr.
					G. Morse	G. Morse

(*) E-Mail notification not necessary for POES and GOES

Table 2. - Phone Trees for Space Science Missions

DEVELOPMENT PROJECTS				
Responsible Individual	Individual to be called	Work Phone	Home Phone	Beeper
Project Manager	D. Perkins	301-286-6306	301-680-8910	800-759-8888 PIN 164-9076
	Program Manager	Varies	Varies	Varies
D. Perkins	A. Diaz	301-286-5121	301-565-0676	888-614-8452
	W. Townsend	301-286-5066	410-263-8259	800-413-3587
	J. Ormes	301-286-6066	301-937-1107	301-873-6744
Program Manager	K. Ledbetter	202-358-2470	703-978-7075	888-759-8888 PIN 125-1065
W. Townsend	C. Scolese	202-358-1413	703-569-2786	800-759-8888 PIN 207-8818
A. Diaz	E. Weiler	202-358-1409	410-266-5487	877-971-4720

OPERATING MISSIONS				
Responsible Individual	Individual to be called	Work Phone	Home Phone	Beeper
Flight Ops Team Leader	Mission Director	Varies	Varies	Varies
Mission Director	P. Burch	301-286-8915	410-750-2755	800-759-7243 PIN 201-4339
	R. Mahmot	301-286-8523	301-570-1653	800-759-8888 PIN 108-7881
Ron Mahmot	D. Perkins	301-286-6306	301-680-8910	800-759-8888 PIN 164-9076
	Project Scientist	Varies	Varies	Varies
D. Perkins	A. Diaz	301-286-5121	301-565-0676	888-614-8452
	W. Townsend	301-286-5066	410-263-8259	800-413-3587
	J. Ormes	301-286-6066	301-937-1107	301-873-6744
W. Townsend	G. Riegler	202-358-1588	202-745-4989	202-904-4989
	C. Holmes	202-358-2224	410-997-0697	None
	C. Scolese	202-358-1413	703-569-2786	800-759-8888 PIN 207-8818
A. Diaz	E. Weiler	202-358-1409	410-266-5487	877-971-4720

Table 3. - Phone Trees for Earth Science Missions

DEVELOPMENT PROJECTS				
Responsible Individual	Individual to be called	Work Phone	Home Phone	Beeper
Project Manager	D. Perkins	301-286-6306	301-680-8910	800-759-8888 PIN 164-9076
	Program Manager	Varies	Varies	Varies
D. Perkins	A. Diaz	301-286-5121	301-565-0676	888-614-8452
	W. Townsend	301-286-5066	410-263-8259	800-413-3587
	F. Einaudi	301-614-5634	410-964-0839	None
Program Manager	T. Magner	202-358-1767	301-498-4054	202-494-8197
W. Townsend	M. Luther	202-358-0260	301-270-6032	877-968-0373 PIN 124-8081
A. Diaz	G. Asrar	202-358-0238	301-549-1273	800-759-8888 PIN 136-6329

OPERATING MISSIONS				
Responsible Individual	Individual to be called	Work Phone	Home Phone	Beeper
Flight Ops Team Leader	Mission Director	Varies	Varies	Varies
Mission Director	R. Menrad	301-614-5048	410-255-7539	888-759-8888 PIN 135-1901
	P. Ondrus	301-614-5347	301-464-3935	800-759-8888 PIN 157-7301
P. Ondrus	D. Perkins	301-286-6306	301-680-8910	800-759-8888 PIN 164-9076
	Project Scientist	Varies	Varies	Varies
D. Perkins	A. Diaz	301-286-5121	301-565-0676	888-614-8452
	W. Townsend	301-286-5066	410-263-8259	800-413-3587
	F. Einaudi	301-614-5634	410-964-0839	None
W. Townsend	M. Luther	202-358-0260	301-270-6032	877-968-0373 PIN 124-8081
A. Diaz	G. Asrar	202-358-2165	301-549-1273	800-759-8888 PIN 136-6329

Table 4. - Phone Trees for HEDS Missions

DEVELOPMENT PROJECTS				
Responsible Individual	Individual to be called	Work Phone	Home Phone	Beeper
TDRS Project Mgr	P. Liebrecht	301-286-5220	301-384-9259	240-475-3372
	D. Perkins	301-286-6306	301-680-8910	800-759-8888 PIN 164-9076
D. Perkins	A. Diaz	301-286-5121	301-565-0676	888-614-8452
	W. Townsend	301-286-5066	410-263-8259	800-413-3587
P. Liebrecht	R. Spearing	202-358-2020	703-578-2521	800-471-0423

OPERATING MISSIONS				
Responsible Individual	Individual to be called	Work Phone	Home Phone	Beeper
TDRS Flight Ops Specialist	NCC Technical Manager	301-286-1817	N/A	N/A
NCC Technical Manager	K. Tasaki	301-286-6724	301-530-4488	None
	R. Flaherty	301-286-8422	410-647-8439	800-759-8255 PIN 472-2947
R. Flaherty	P. Liebrecht	301-286-5220	301-384-9259	240-475-3372
P. Liebrecht	D. Perkins	301-614-5048	301-680-8910	800-759-8888 PIN 164-9076
	R. Spearing	202-358-2020	703-578-2521	800-471-0423
D. Perkins	A. Diaz	301-286-5121	301-565-0676	888-614-8452
	W. Townsend	301-286-5066	410-263-8259	800-413-3587